



# UNO Information Technology

The Department of Information Technology provides comprehensive and synergistic IT services to support the core mission of the University of New Orleans. We offer many systems and services that are key to the day-to-day work of all faculty, staff, and students.

[IT.uno.edu](http://IT.uno.edu)



THE UNIVERSITY *of*  
NEW ORLEANS

Information Technology  
IT Training

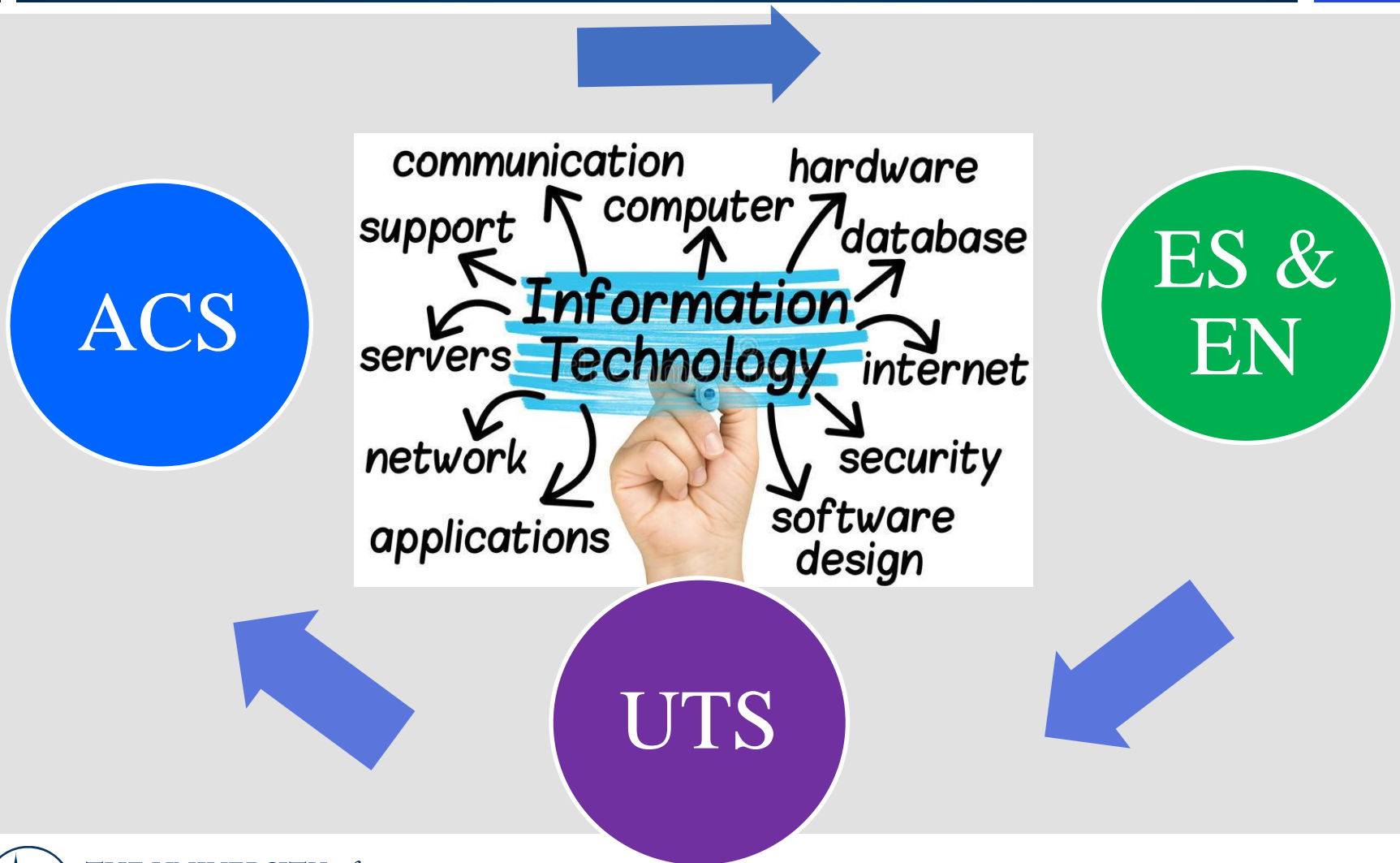
2000 Lakeshore Dr.  
New Orleans, LA 70148

# Agenda

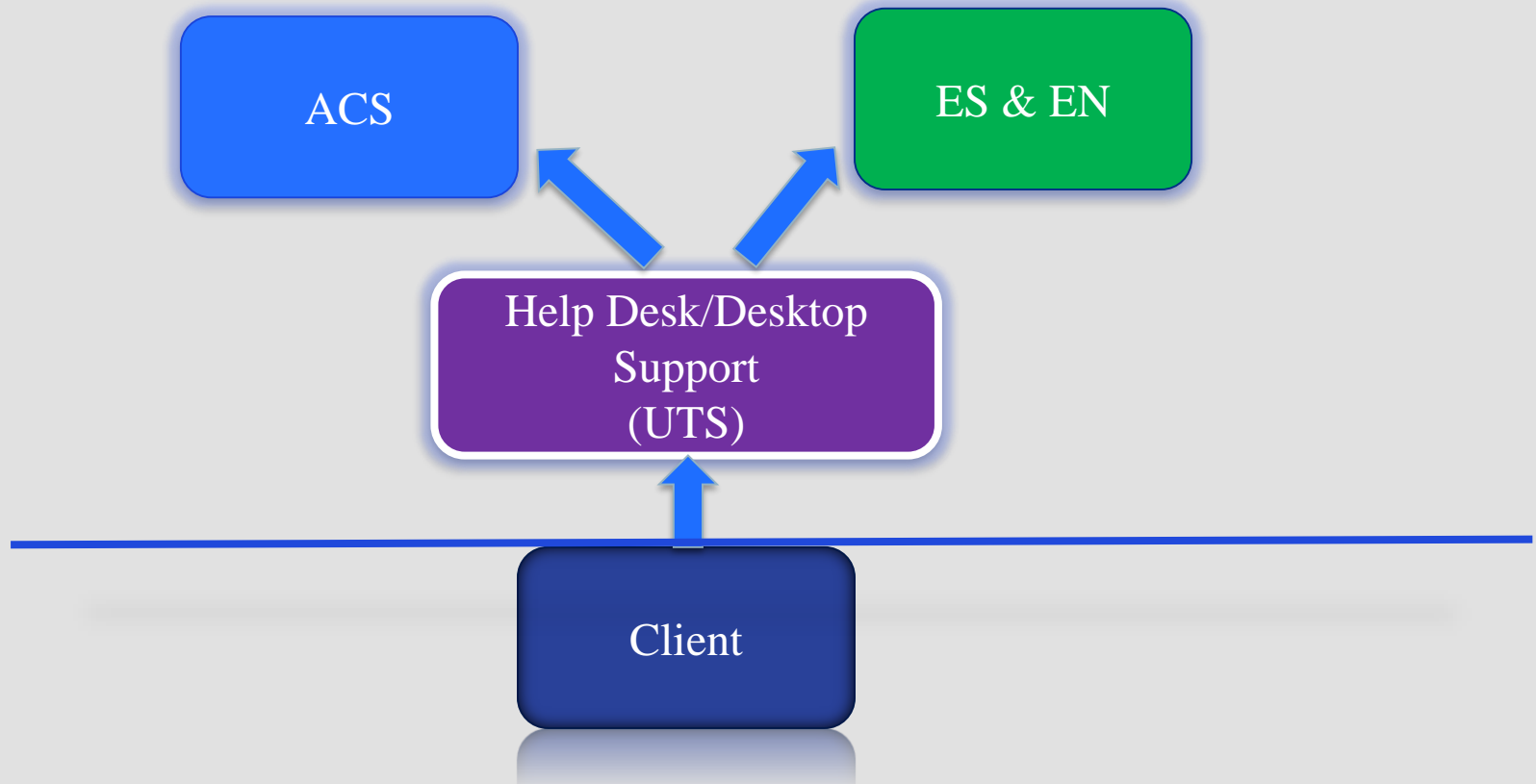
- Who we are – What we offer
- Divisions & Services
- Services Overview
- PeopleSoft
- SharePoint
- Computing Accounts
- Software and Storage
- Academic Computing
- Accessing your Applications
- How to Contact Us
- Questions



# Who we are/What we offer



# Who we are/What we offer



# Administrative Computing Services (ACS)

- Support for essential UNO IT enterprise applications and systems
- Problem-solving, modification, enhancement, and creation of programs and reports
- Web programming and development
- Comprised of *Application Systems* and *PeopleSoft Project* teams.

## **PeopleSoft/Workday** systems supported:

- **Financials** - Grants & Contracts, Purchasing, Accounts Payable, General Ledger, Asset Management, and Accounts Receivable applications.
- **Human Resources (Human Capital Management System)** - Payroll, Benefits, Time & Leave applications.
- **Student Administration (Campus Solutions System)** - Financial Aid, Admissions, Student Records, and Student Financial applications.

# Enterprise Services (ES) & Enterprise Networks (EN)

## Enterprise Services (ES)

- Development, implementation, and management of UNO's critical academic and administrative computing server systems and architecture
- Exchange E-mail, File Server, Moodle, PeopleSoft Financials and PeopleSoft Campus Solutions, Share-Point, campus-wide data and voice communication systems and Web
- comprised of 2 teams:
  - **Identity Management** provides support for systems responsible for account management and security services.
  - **Data Center Applications** provides support for enterprise servers, including back up support.

# Enterprise Services (ES) & Enterprise Networks (EN) (cont.)

## Enterprise Networks (EN)

- Provides support for the UNO network infrastructure
- comprised of 2 teams:
  - **Network Support**
    - logical data network support for the campus backbone and building networks.
    - support for Gigabit Ethernet network systems, and wired/wireless Internet services to meet campus academic and administrative needs.
  - **Network Communications**
    - physical support for both the campus data and voice network infrastructures
    - optical and metallic communications cabling systems
    - support for the installation and maintenance of all data network electronics.



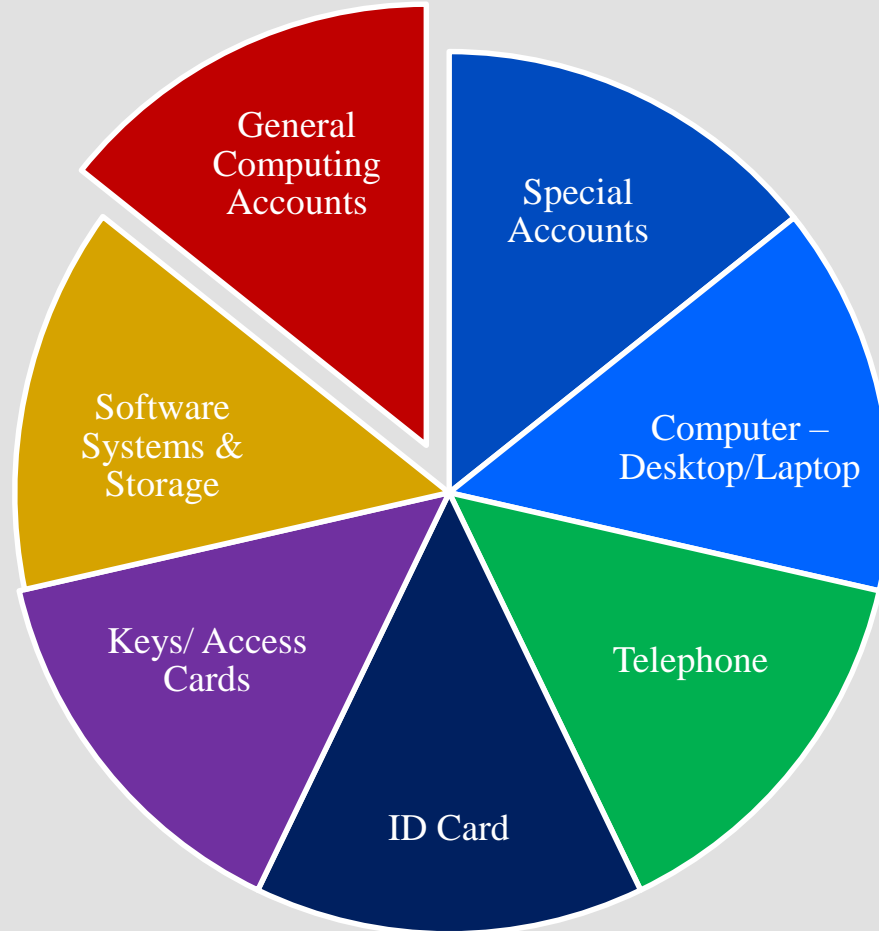
# User Training & Support

- Provides the University community with high quality computing services, training, and support for user systems including:
  - Help Desk
  - Desktop Support
  - Training
  - Media resources
  - ID cards
  - Key and Card access
  - Academic software
  - Tech-fee Lab computer management
  - switchboard





# Services



# Services & Groups Overview

- **IT Help Desk** - Single Point of Contact for all of computing needs
- **Key and Access Office** - Keys and ID Cards
- **Network Services** and **Network Support** - Hardware and Software Planning, installation, and Support
- **Desktop Support** - Desktop and Lab Services
- **Enterprise Services** - **Data Creation** and back up/restore support
- **Information Media and Technology** - Instructional media equipment including scheduling and circulating audio/video equipment on campus

# Services & Groups Overview (cont.)

- **Unified Communications** - Telephone and VoIP Support
- **Administrative Computing Services** – Programming and Web support
- **DBA** - Data base support
- **IT Training** - Workshops, Documentation, and Individual Assistance
- **Faculty and Staff Research Center (FSRC) Lab** – For individual or group use
- **UNO Switchboard** - General phone assistance and directory support

# SharePoint

- Central location for sharing information with other users
- Widely used for forms workflow
  - Student employment
  - Accounts Payable
  - Travel
  - Budget
  - Property Control
  - HRM
- Access:
  - UNO Intranet – For Faculty and Staff : <https://sharepoint.uno.edu>
  - **UNO Privateers - For Faculty, Staff, and Students:**  
<https://privateers.uno.edu>
    - Username: UNO email address
    - Password: Regular LAN password



# Computing Accounts

- Accounts are created automatically upon completion of hiring process.
    - Email
    - Local Area Network (LAN)/Wireless
    - Moodle
    - SharePoint
    - PeopleSoft/Workday Human Resources
      - Employee System
      - Payroll, Benefits, Time & Leave
- One account.  
Same user name and  
password**



# Computing Accounts (cont.)

- Some accounts require appropriate authorization
  - **Workday Financials**
    - Grants & Contracts
    - Purchasing, Accounts Payable
    - General Ledger
    - Asset Management
    - Accounts Receivable
  - **WebSTAR – PeopleSoft Student System**
    - Financial Aid, Admissions, Student Records
    - Student Financial applications.
- **Other Accounts**

# Computing Accounts (cont.)

- **PeopleSoft/Workday** - Financials, HR/Payroll, or WebSTAR → *Departmental Contacts*
- **Special Accounts** - Check with Supervisor
- **Desktop/ Laptop** – IT recommended systems
- **Telephone** – Contact Help Desk
- **ID Cards** – Computer Center 101Q
- **Office Keys/Access Cards** – Supervisor request



- Software

- MS Windows/Office
- Other Software

- Storage

- Personal (I-Drive)
- Departmental/Shared (S-Drive)
- OneDrive (Cloud)





# Academic Computing

In order to support the UNO community, IT manages and installs several campus-wide licensed applications including:

- MATLAB
- Mathematica
- SAS
- SPSS

**Academic Use Only**

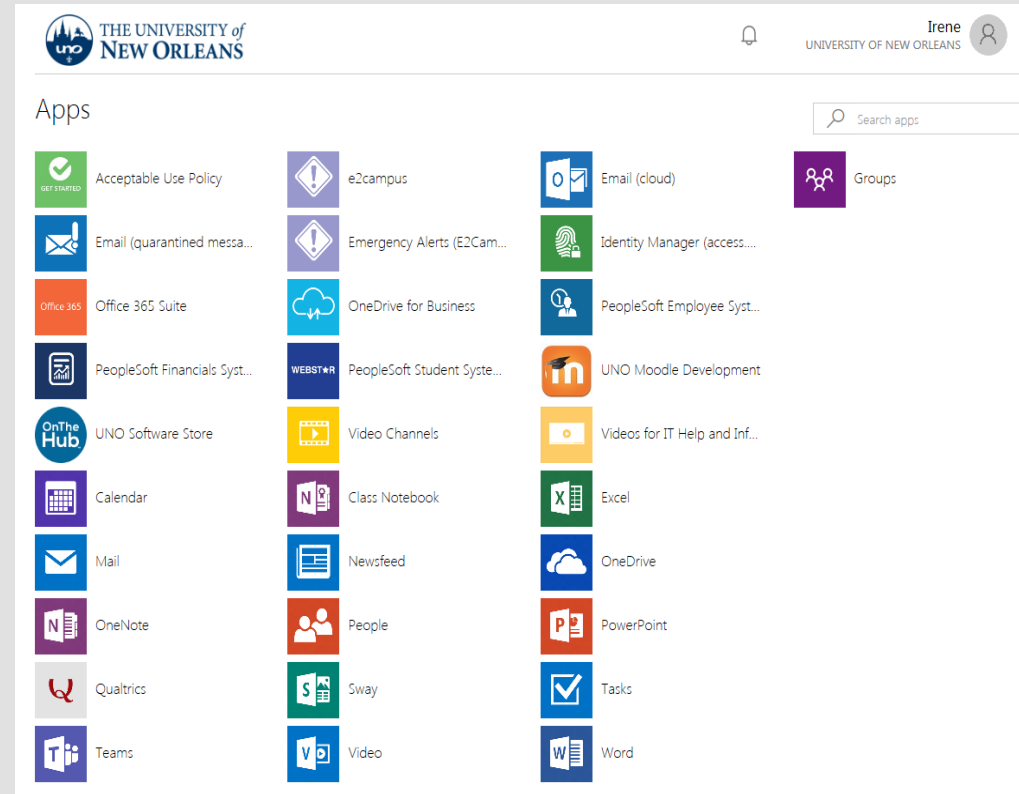
- Microsoft Windows Operating Systems,  
Office, and Office 365
- Qualtrics

**Academic and  
Administrative Use**



# Accessing your Applications

- Myapps.uno.edu Portal
  - Access most applications with a single sign on
  - Accessible from anywhere
  - Password maintenance tools



# CONTACT US



## Information Technology

Computer Center Building

**280-4357**

Front Office Hours:

M-F: 8:00 a.m. - 4:30 p.m.

*First point of contact should always be the IT Help Desk*

### Help Desk

280-HELP (4357)

HelpDesk@uno.edu



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# UNO Information Technology

*Now..*

*You Know IT*



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